

**Carers Victoria March 2020: COVID-19 special advice for carers**

Carers Victoria has been closely following government advice regarding Coronavirus (COVID-19).

**What Carers Victoria is doing to reduce risks for carers**

Carers Victoria has been closely following government advice regarding Coronavirus (COVID-19) and as of today have made the decision to take the additional precaution of cancelling face-to-face engagements with carers and other stakeholders in the coming weeks to reduce the risk to vulnerable people in our community.

This includes cancelling all our events in March and April. Events are classified as any gathering of people organised by Carers Victoria, such as movie groups, coffee clubs and walking groups.

Our Education Services workshops and programs have also been cancelled; however, we are exploring alternative ways we can deliver these for people who have the time, capacity and access to the internet.

Carers Victoria will continue to offer support to carers over the phone, possibly via videoconference and over email during this challenging period.

Carers should refer to the [DHHS website](https://www.dhhs.vic.gov.au/coronavirus) or the National Coronavirus Health Information Line on 1800 020 080 for up to date advice about the present level of risk and recommended precautions.

Residential Aged Care facilities have new visitation restrictions to combat the spread of COVID⁠-⁠19. Across Australia, visits to aged care residents will only be allowed for a short duration and by a maximum of two people per day, except for palliative care. This recognises that older people are particularly vulnerable to this virus. Children under the age of 16 will only be permitted to attend aged care facilities in exceptional circumstances and further guidelines will be provided to aged care staff around hygiene practices.

To raise any issues particularly impacting carers and the people they care for in Victoria, you can contact Carers Victoria on 1800 514 845.

**How Carers Victoria can offer essential services to carers**

Carers Victoria is maintaining essential services for carers. These include the 1800 514 845 telephone advisory line, NDIS advisory service, telephone and skype counselling, emergency respite and other carer support services, such as purchasing goods and equipment.

Other carer support services will continue via telephone, skype and email communication.

Regular respite services will continue to be delivered until Carers Victoria is informed otherwise.

We are working closely with other carer support organisations across Victoria to ensure essential services to carers remain a priority and continue to be delivered.

**Carers Victoria’s office**

In line with the decision to cease all face to face meetings, from Monday 23 March the door to Carers Victoria’s office will be closed.

Visitors will be directed to call 1800 514 845 for assistance.

See <https://www.carersvictoria.org.au/be-informed/carers-victoria-update-regarding-coronavirus-covid-19>